

## 2019 Novel Coronavirus (COVID-19) Fact Sheet for 911 Answering Points

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Public Service Answering Points (PSAPs), municipalities and local EMS authorities should consider developing modified caller queries as outlined below. These caller queries should be reviewed with local EMS medical and service directors (in accordance with normal procedures), and communicated to local public health departments.

### Suggestions for Modified Caller Queries

PSAPs should consider questioning callers to determine the possibility that this call concerns a person who may have signs or symptoms and risk factors for COVID-19. Suggested queries include:

1. Fever (subjective or confirmed) or respiratory illness (cough or shortness of breath)
2. Taken a cruise anywhere in the world in the last 14 days
3. Traveled internationally in the last 14 days
4. Live with someone who has symptoms of COVID-19 or has tested positive for COVID-19
5. Provided care for a patient with symptoms of COVID-19 or has tested positive for COVID-19 without using proper PPE
6. Had close contact (within 6 feet for more than 2 minutes) with a person who is visibly sick with respiratory symptoms (i.e., sneezing, coughing) or says they are sick with fever or respiratory symptoms

The query process should never supersede the provision of pre-arrival instructions to the caller when immediate lifesaving interventions (e.g., CPR or the Heimlich maneuver) are indicated.

Communicate information regarding concerns of signs or symptoms and risk factors for COVID-19 immediately to EMS before arrival on scene in order to assure use of appropriate personal protective equipment (PPE) for the EMS provider.

Find additional state and federal references at the following websites:

<https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>